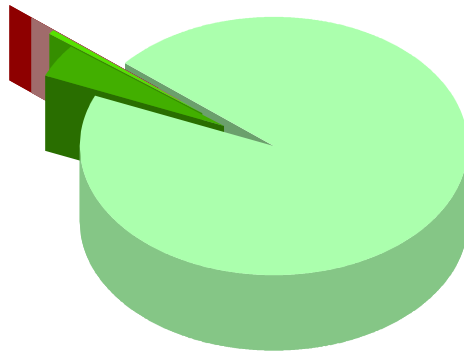


Information Technology Department Incident Management Survey Summary for ITD

January 1, 2007 through December 31, 2007

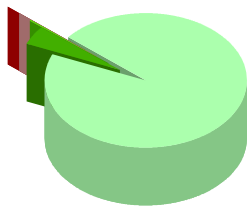
Overall Experience



Assumed Very Satisfied	25192	95.2%
Very Satisfied	1169	4.4%
Satisfied	84	0.3%
Dissatisfied	23	0.1%
Very Dissatisfied	8	0.0%
Total:	26476	100.0%

Positive Feedback... 26,445 99.9%
Negative Feedback... 31 0.1%
Total: 26,476 100.0%

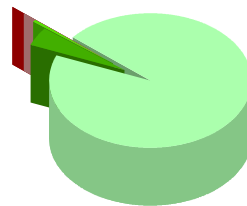
Courtesy & Professionalism



Assumed Very Satisfied	25,190	95.1%
Very Satisfied	1,212	4.6%
Satisfied	70	0.3%
Dissatisfied	3	0.0%
Very Dissatisfied	1	0.0%
Total:	26,476	100.0%

Positive Feedback... 26,472 100.0%
Negative Feedback... 4 0.0%
Total: 26,476 100.0%

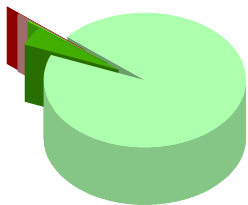
Skills & Knowledge



Assumed Very Satisfied	25,189	95.1%
Very Satisfied	1,162	4.4%
Satisfied	111	0.4%
Dissatisfied	10	0.0%
Very Dissatisfied	4	0.0%
Total:	26,476	100.0%

Positive Feedback... 26,462 99.9%
Negative Feedback... 14 0.1%
Total: 26,476 100.0%

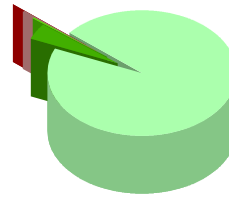
Quality of Resolution



Assumed Very Satisfied	25,189	95.1%
Very Satisfied	1,167	4.4%
Satisfied	83	0.3%
Dissatisfied	25	0.1%
Very Dissatisfied	12	0.0%
Total:	26,476	100.0%

Positive Feedback... 26,439 99.9%
Negative Feedback... 37 0.1%
Total: 26,476 100.0%

Timeliness of Resolution



Assumed Very Satisfied	25,190	95.1%
Very Satisfied	1,164	4.4%
Satisfied	83	0.3%
Dissatisfied	26	0.1%
Very Dissatisfied	13	0.0%
Total:	26,476	100.0%

Positive Feedback... 26,437 99.9%
Negative Feedback... 39 0.1%
Total: 26,476 100.0%

Disclaimer: This report only looks at closed Incidents for the period selected. It ignores Incidents generated through automation, knowing that surveys are not sent to pseudo customers. Customers are told throughout the Incident Management process that ITD will assume they are "Very Satisfied" unless specific feedback is provided.